

STATE OF TENNESSEE
TENNESSEE EMERGENCY COMMUNICATIONS BOARD

DEPARTMENT OF COMMERCE AND INSURANCE

BOARD MEETING

Thursday, August 30, 2007

TRANSCRIPT OF PROCEEDINGS

ATTENDEES:

For TECB Board: Mr. Randy Porter, Chair
Mr. Ike Lowry, Vice-Chair
Mr. Charles Bilbrey, Member
Mr. Freddie Rich, Member
Mr. Steve Smith, Member
Ms. Carolann Mason, Member
Ms. Katrina Cobb, Member

For TECB Staff: Ms. Lynn Questell, Executive Director
Mr. Robert McLeod, Accounting Mgr.
Mr. Rex Hollaway, Director of
Technical Services
Ms. Carolyn E. Reed, TECB Attorney
Ms. Monica Smith-Ashford, Director
Government and External Affairs
Ms. Vanessa D. Williams, Assistant
to the Executive Director

Reported By:
Kathleen Elmore, RPR, CCR

1 (The aforementioned Board Meeting came
2 on to be heard on Thursday, August 30, 2007, at 500
3 James Robertson Parkway, Davy Crockett Tower, Room 160,
4 beginning at 9:30 a.m., when the following proceedings
5 were had, to-wit:)

6
7 CHAIRMAN PORTER: Good morning,
8 everyone. I'd like to welcome you to the August 30,
9 2007, meeting of the Tennessee Emergency Communications
10 Board. It's good to see everyone this morning.

11 Let the record show that all members are
12 present except for Mr. Tom Beehan, and then, of course,
13 Mr. Mike Taylor resigned a few days ago, so I think
14 everyone else is present. So good to have you with us
15 this morning.

16 A fairly short agenda today. This might
17 be one of our shorter meetings that we've had in a
18 while, so that's a good thing right before Labor Day.

19 The first item on the agenda is the
20 report of our executive director, Lynn.

21 MS. QUESTELL: Thank you, Mr. Chairman.
22 I'd like to start off with a report on the status of
23 wireless carrier and VoIP deployment. We don't have
24 any significant changes in wireless carrier deployment
25 reported since our last meeting. The carriers that are

1 deployed in our state include Advantage; Alltel;
2 Cingular; ClearTalk; Cricket; Eloqui, which recently
3 merged with U.S. Cellular; Sprint/Nextel; T-Mobile;
4 Triton; U.S. Cellular; Verizon; Yorkville; AT&T
5 Wireless, and which is, also, I guess, Cingular; and
6 Yorkville, which is doing business as West Kentucky
7 Networks.

8 VoIP calls are being received by many
9 PSAPs in our state. Rex Hollaway, the board's director
10 of E-911 Technical Services is monitoring this activity
11 to ensure that calls are being delivered over the 911
12 trunks, either landline or wireless, and to determine
13 whether the physical addresses are correct.

14 I want to report on misroutes. Two
15 misrouted calls were reported by DeKalb County
16 Emergency Communications District in June, and the
17 problem tower was identified and reported to Advantage
18 Cellular, and I believe that's been corrected. Tipton
19 County reported a misroute, but an investigation
20 revealed that the caller was just outside the county
21 boundary, and so it was routed to the Tipton County
22 PSAP from a tower within Tipton County, even though it
23 was thought that was the wrong PSAP.

24 There was also some reports from Hamblin
25 County along the same lines, and Rex investigated this

1 and determined that the call was really from an
2 adjacent county, and I just wanted to reiterate that
3 our technology has not really sufficiently evolved to
4 prevent calls in adjacent counties from going to PSAPs
5 that may be of a different county if they route to the
6 cell tower, and that's just going to happen from time
7 to time. That's not really what we would consider a
8 misroute.

9 Coffee County did receive a significant
10 number of 911 calls intended for Nashville around
11 August 12, and these reports were not just limited to
12 wireless. A new 911 trunk in Coffee County had not
13 been programmed correctly by AT&T, and it was
14 improperly associated with the Nashville Metro ESN
15 routing, but this problem has been corrected.

16 A report on technical issues.
17 Cumberland County recently experienced an issue in
18 which a CLEC, Charter Communications, wished to deploy
19 their landline service, and there were issues because
20 Cumberland is served by an ILEC that does not provide a
21 selective router for landline calls, and an effort was
22 made to deliver the charter's calls over the wireless
23 911 trunks, and initially this effort was unsuccessful,
24 but ultimately, with the combined resources of the
25 district and their equipment vendor and the ILEC and

1 the CLEC, the problem was resolved sufficiently to
2 allow Charter to deploy in Cumberland County.

3 At the request of OnStar and subject to
4 approval of individual districts, some OnStar
5 subscriber emergency calls are now being relayed over
6 the 911 network. Call takers will only see an ALI that
7 reflects the OnStar address. Direct communications
8 will be established between the original caller of the
9 event; the OnStar operator, who will remain on the
10 line; and the PSAP call taker. And the intent of doing
11 it this way is to improve the quality of information
12 coming from the scene of the emergency event.

13 Rex, our director of E-911 Technical
14 Services, has also been involved in negotiations
15 regarding a complaint about cell phone service from
16 T-Mobile equipped with what they call "hot spot at
17 home." This service is described as being similar to
18 VoIP in that a subscriber can have calls sent via a
19 high-speed Internet connection to the T-Mobile system,
20 where it's further routed and delivered to its
21 destination by T-Mobile. Apparently, 911 calls from
22 this service were being routed to an administrative
23 line instead of 911 trunks. This citizen reported that
24 he made a test call and got a 911 center in New York.
25 It is my understanding that he's filed a complaint with

1 the FCC, and we'll continue to follow this issue.

2 I'd next like to report on the status of
3 the 14 million operations funding. The second payments
4 from the 14 million operations program should be going
5 out early next week. This will be the first payment
6 for the 2007-2008 fiscal year, and the first of six
7 payments that will be sent out throughout the year.
8 The ECDs were notified that this payment and the
9 25 percent disbursement would be a bit late this month
10 because the Department of Finance and Administration
11 had postponed their monthly STARS review report, and
12 that set us back about a week. But we have made good
13 progress, and we expect them to go out very, very soon,
14 like maybe even tomorrow.

15 I wanted to report on the Next
16 Generation 911 project. The board is nearing
17 completion of its scope of services for its RFP to
18 modernize the state's 911 infrastructure. The Office
19 of Information Resources and the Department of Finance
20 and Administration have delayed the release of its RFP.
21 They intend to issue an RFP for a statewide IP network,
22 and we've been in talks with them, and we are waiting
23 to see what their RFP looks like. If 911 could ride on
24 their infrastructure, then, of course, it would save
25 money, and we would certainly bring it to the board to

1 consider doing it that way, with the understanding that
2 911 would manage its own part of the network, and we've
3 been in talks with OIR, and they understand that need.

4 Reporting on our petition to the FCC to
5 open the docket on non-initialized 911 phone calls, we
6 are very close to completing our petition, and we've
7 been contacting many entities, NENA and others, other
8 state and local 911 agencies, as well as professional
9 organizations and industry, inviting them, once we get
10 our draft done, to be signatories on this petition.

11 Carolyn met with some people at the FCC
12 this spring, and we are under the -- we have the
13 feeling that the more signatories on this petition, the
14 stronger our case will be, and -- I mean, I think that
15 our timing on this is going to be really good because
16 everyone is recognizing that it's a problem, and thanks
17 to all the districts out there that helped us with the
18 survey that we did, we're getting that completely
19 compiled and analyzed, and to have hard evidence is
20 going to make our petition so much stronger. So thank
21 you very much.

22 I wanted to report on the TEMA
23 activities that Rex is involved in. He's participating
24 in the SEOC disaster exercises, including the
25 catastrophic earthquake exercise they had in West

1 Tennessee in June and a practice Y-12 radiation release
2 at Oak Ridge. They also have monthly training events,
3 which help our efforts to be recognized as the liaison
4 between the wireless carriers and VoIP and TEMA.

5 The Broadband Task Force, Rex is also a
6 member of that, and it continues to meet in an effort
7 to foster a cooperative effort among all broadband
8 providers to reach every area of Tennessee, including
9 the rural areas. We received an executive order
10 yesterday from the governor's office that creates the
11 Tennessee Public Safety Wireless Communications
12 Advisory Board, which, according to the order, is
13 charged with overseeing the planning, design,
14 development, implementation, and maintenance of a
15 statewide wireless interoperable communications system,
16 and as we find out more information about this, we'll
17 be sure to keep everybody apprised of it. It seems to
18 be -- the chairman of the board will be the director of
19 TEMA.

20 As to legislation impacting 911, in late
21 July the House of Representatives voted to approve an
22 amendment to the ENHANCE 911 Act of 2004, which would
23 provide some funding, about five million, for grants to
24 upgrade 911 call centers to provide Phase II service.
25 NENA says this amendment is aimed at the areas where

1 they don't have Phase II service, so it seems highly
2 unlikely that Tennessee, since we're fully Phase II
3 deployed, will have any chance at these funds unless
4 the 911 program office is very creative in the way that
5 it's writing the grant guidance.

6 NENA is initiating efforts to
7 reauthorize and update the ENHANCE 911 Act and broaden
8 the eligible use of funds so states like Tennessee
9 don't get left out. In addition, there is a new VoIP
10 911 bill in the Senate and in the House, and I know
11 that the House version, which was sponsored by
12 Representative Gordon from Tennessee, includes language
13 that specifically would allow states that have already
14 deployed Phase II to have access to the funds,
15 particularly for IP deployment, so if we can get some
16 of that money, we certainly will try.

17 NENA activities, Rex is a member of
18 NENA's Joint Technical Committee, and they'll be
19 holding a meeting in Tampa, so there should be some
20 interesting technical information coming out of that.
21 I've been asked to serve on a panel at the NENA
22 Critical Issues Forum in Tampa in October. The panel
23 is on state and local regulatory and legislative
24 issues, and I've accepted that invitation.

25 A status report on LaFollette and

1 Campbell County discussions. The chairman of the
2 LaFollette district reported to me that he and his
3 members met with members of the Campbell County
4 Emergency Communications District on May 9 to discuss
5 greater interlocal cooperation or consolidation, and
6 Rex attended that meeting. They said no decisions were
7 made, but they expressed a willingness to meet again.
8 And I contacted the director of Campbell County
9 Emergency Communications District and conveyed our
10 interest in them continuing these discussions, and he
11 said he would pass that along to his board.

12 Forgive me. I'm going to be just a
13 little bit self-indulgent. My mom sent me a newspaper
14 article from Summit County, Ohio, which is Akron, Ohio,
15 where she lives, and it was a big announcement that
16 just Summit County, Ohio, is going to go live with
17 Phase II as of yesterday. And I just wanted to point
18 out sometimes it's so easy for us to get so caught up
19 in how we're pushing ahead and making progress, that we
20 forget to look back and see how much we've
21 accomplished. I mean, Tennessee is the only southern
22 state that's fully Phase II deployed, and really only
23 one of a handful of states that have accomplished this,
24 and I just wanted to take a self-indulgent moment to
25 bring that up and commend the board for its great

1 decision-making to allow that to happen and to allow
2 Tennessee to be a national leader in such an important
3 aspect of 911 service.

4 That's my report, Mr. Chairman.

5 CHAIRMAN PORTER: Any questions of Lynn
6 on any of her report?

7 (No response.)

8 CHAIRMAN PORTER: Hearing none, we'll
9 move on to the next item on our agenda, and that's to
10 consider eliminating cost recovery to carriers that
11 will sell devices or services making use of location
12 technology for purposes other than calling 911.

13 And, Lynn, do you want to start off on
14 that one?

15 MS. QUESTELL: Thank you, sir. In
16 January 2004, the board established a policy of denying
17 carrier cost recovery to carriers that were also
18 charging Tennessee customers to cover their 911 costs.
19 In adopting this policy, prohibiting what we call
20 double dipping, the board was adamant that it would not
21 be a profit center for carriers.

22 As location technology advances,
23 carriers may utilize a location technology that's
24 subject to cost recovery for purposes other than 911.
25 The practice of continuing to seek cost recovery from

1 the board for technology used to implement, operate,
2 maintain, or enhance wireless 911, while marketing and
3 profiting from the same technology, seems to us to be
4 analogous to unilaterally charging customers for 911
5 costs while seeking cost recovery, double dipping.

6 When staff receives evidence that a
7 carrier is selling location technology for which it's
8 receiving cost recovery, we would ask that the board
9 authorize staff to investigate it, to place the matter
10 on the agenda of the next meeting, to provide the
11 carrier with the opportunity to be heard, and then, if
12 appropriate, consider whether to eliminate cost
13 recovery to the carrier. This would be an issue that
14 we would want the board to address on a case-by-case
15 basis after deliberation by the board during a hearing.

16 And to help us with this evidentiary
17 requirement, if the board had no objection, staff will
18 send letters to all the carriers that receive cost
19 recovery every year asking them to certify that they do
20 not market or sell the location technology for which
21 they are receiving cost recovery, that they're not
22 marketing it for non-911 purposes, and also requiring
23 them to notify us if they begin to do that.

24 That's the staff's request, and Allen
25 Muse had asked to say a few words to the board at this

1 juncture if the board has no objection.

2 CHAIRMAN PORTER: Allen, if you want to
3 get to a microphone, state your name and the
4 organization you're with.

5 MR. MUSE: Allen Muse with AT&T
6 Mobility. After what Ms. Questell said, I probably
7 don't need to say anything else. We were just
8 concerned that the board would take note of the fact
9 that in some carriers' deployments of Phase II
10 services, they're using technology that may be totally
11 devoted to emergency services and using some other
12 technology for commercial purposes.

13 She said this is going to be looked at
14 on a case-by-case basis. We think that's entirely
15 appropriate. I think it is appropriate to look into
16 the subject. This board has always been a good steward
17 of 911 funds. We've had a good working relationship
18 here. We'd like to see it continue. We'll work with
19 you on any information you need in that regard.

20 What you're going to find is there's
21 several ways to skin this cat, and they don't all fit
22 that double dipping. So we look forward to talking
23 about it at the appropriate time.

24 CHAIRMAN PORTER: Okay. Thanks, Allen.

25 You've heard the recommendation from

1 staff that we eliminate the cost recovery to carriers
2 that are selling devices or services that make use of
3 the location technology for purposes of the 911.

4 What's the will of the board?

5 MR. LOWRY: I go ahead and move that we
6 accept that recommendation.

7 MS. COBB: I second.

8 CHAIRMAN PORTER: I have a motion by
9 Mr. Lowry and a second by Ms. Cobb to accept the
10 staff's recommendation eliminating the cost recovery to
11 carriers that sell their Phase II location services
12 that they use for 911. Any discussion?

13 (No response.)

14 CHAIRMAN PORTER: Hearing none, all in
15 favor say aye.

16 (Board members respond "aye.")

17 CHAIRMAN PORTER: All opposed, like
18 sign.

19 (No response.)

20 CHAIRMAN PORTER: Motion carried.

21 The next item is consider clarifying
22 that the purpose of the 14 million operations funding
23 distribution is to assist emergency communications
24 districts with decreasing landline revenue and
25 increasing costs for personnel, operations, and

1 technical improvements, not to supplement contributions
2 to ECDs or emergency communications centers from local
3 governments.

4 Do you have anything you want to say on
5 that?

6 MS. QUESTELL: Yes, sir. We received a
7 number of inquiries about the \$14 million operations
8 funding, and some involve concerns that counties and
9 municipalities have expressed an intent to cut their
10 contributions to emergency communications districts or
11 to emergency communications centers after they learn
12 that the districts were receiving additional funds.

13 We want to keep in mind that while the
14 board voted to implement this program permanently, to
15 the best of our knowledge, the 14 million was included
16 in the administration's budget for two years. As
17 you-all remember, during Governor Bredesen's budget
18 hearings last December, he raised questions about this
19 program, emphasizing the importance of local
20 governments' contributions to local emergency
21 communications centers.

22 In light of the questions and concerns
23 that we've received about this program, the staff has
24 two requests of the board. First, we ask the board to
25 reiterate that neither the state's 911 system nor the

1 14 million operations funding program were designed
2 for, nor intended to, eliminate the responsibility of
3 local government to contribute to emergency
4 communications and dispatching costs. We ask the board
5 to state on the record that the purpose of the 14
6 million funding program is to provide additional
7 funding to assist districts facing decreasing landline
8 revenue and increasing costs for personnel, operations,
9 and technical improvements, and it was not intended to
10 supplant contributions to the districts or emergency
11 communications centers from local government.

12 Just to give you a few examples of how
13 the 14 million program has improved operations in the
14 district, I want to point out that with funds from the
15 14 million program, Gibson County Emergency
16 Communications District upgraded its GIS mapping
17 system, and Bob Moore, its director, reported to us
18 that on July 17 a mother called their center stating
19 that her son had been involved in a motorcycle accident
20 and was in a 25-foot ditch, and he didn't know where he
21 was. And the mother was instructed to tell her son to
22 call 911 on his cell phone so he could be located.

23 So he called, the call taker used the
24 rebid feature, the son was located immediately, rescue
25 was on the scene in five minutes from the time of the

1 911 call.

2 With the new funding, Van Buren County
3 Emergency Communications District was able to purchase
4 a new building. Wayne County Emergency Communications
5 District was able to move forward with their building
6 plans and have full-time 911 dispatchers instead of
7 just call takers. DeKalb County Emergency
8 Communications District was able to make needed
9 improvements in their security and communications
10 infrastructure, and both Giles and Campbell County
11 recently contacted me asking about being taken off the
12 financially distressed list.

13 The second thing the staff would ask of
14 the board on this agenda item is that in cases in which
15 staff receives evidence that a district has expended
16 its portion of the 14 million operation money on
17 matters that are not in the operation of the district,
18 as required by the law -- for example, by transferring
19 this money to the county, particularly without
20 appropriate interlocal agreements, staff asks the board
21 to authorize it to issue a directive requiring the
22 chairman and director of that district to appear at the
23 next board meeting to show cause why the funding should
24 not be discontinued.

25 This item will be placed on the agenda

1 of the next meeting. The ECD chair and director would
2 be given an opportunity to be heard, and then, if
3 appropriate, the board would consider whether to
4 discontinue the district's portion of the 14 million
5 operations program.

6 Of course, there could be audit findings
7 and other legal consequences for this behavior as well.
8 It just seems to us that if an ECD is wanting to give
9 this money away, it doesn't have much of a need for it,
10 and giving it away could jeopardize the entire program,
11 hurting ECDs like the ones I just mentioned that really
12 need the funding.

13 Staff feels that continuation of funding
14 under the circumstances where the money is not being
15 used in the operation of the district could contribute
16 to a continued violation of the law.

17 So those are our two requests.

18 CHAIRMAN PORTER: Okay. We will try to
19 take this, if we can, in one motion. Let's see how
20 this goes. If not, we may have to divide it into two.
21 But the staff's recommendation is that we clarify that
22 the 14 million funding program was intended to provide
23 additional funding to assist ECDs facing decreasing
24 landline revenue and increasing costs for personnel,
25 operations, and technical improvements and not to

1 supplement [sic] contributions to ECDs or emergency
2 communications centers from local governments and --

3 (Off the record.)

4 CHAIRMAN PORTER: Oh, supplant. Okay.
5 Sorry. You have to remember, I'm from Macon County, up
6 towards the state line. I don't remember seeing that
7 word in any of our textbooks during school. I was
8 guessing it was a typo, and I was trying to correct it,
9 so if y'all will forgive me on that -- supplant
10 contributions to ECDs or emergency communications
11 centers, and consider discontinuing the 14 million
12 program funding to ECDs where the funds are not being
13 used in the operation of the district after providing
14 due process as described previously.

15 You've heard the recommendations from
16 the staff. What's the will of the board?

17 MR. RICH: If we accept the
18 recommendation, which I'm sure we want to do, we'll
19 send this out to each district in memo form or --

20 MS. QUESTELL: We will send this out to
21 each district as part of the summary, and we would be
22 happy to send a separate letter, if the board would
23 direct us to do that, to make this crystal clear. And
24 we will do a press release.

25 MR. RICH: That was my next question.

1 So we want the media to know that we're standing behind
2 what we did.

3 MS. QUESTELL: Yes. We very much want
4 to make sure that this is known widely, if the board
5 adopts our recommendations.

6 MR. RICH: I move we accept the
7 recommendation of the staff.

8 MR. BILBREY: Second.

9 CHAIRMAN PORTER: I have a motion by
10 Mr. Rich, second by Mr. Bilbrey, that we approve both
11 the staff's recommendations on the 14 million. Any
12 discussion? Steve?

13 MR. SMITH: Just very quickly a
14 question. I want to make sure I'm clear on some of the
15 information here in our reports. In some information I
16 see here, we have 23 districts who have not applied for
17 the \$150,000 essential equipment grant.

18 MS. QUESTELL: Yes, sir.

19 MR. SMITH: If I recall correctly, that
20 grant has stipulations that has technical review of the
21 equipment and specifically allotted for essential
22 equipment, whereas the 14 million distribution is
23 general operating money.

24 So I guess my question is, we have a
25 situation then, in fact, now that if what we're

1 attempting to address here on the 14 million side,
2 there could be 23 districts who haven't applied for the
3 \$150,000 grant, which has some assurances for where
4 it's going, what it's being used for, and, in fact, may
5 be able to use the 14 million in the cases that you're
6 talking about and what we're discussing about bringing
7 back before the board.

8 So I would just ask that if we have any
9 of those instances, I'd like to know if those are, in
10 fact, any of those 23. I'm not asking right now, but
11 could you provide us that information at some point in
12 time? Or I guess if this situation arises, you
13 certainly would let us know if one of the counties that
14 hasn't taken advantage of the \$150,000, which would
15 be --

16 MS. QUESTELL: Yes, sir. What we intend
17 to do is every time that we receive a report or
18 information about an allegation that this money is
19 being spent in a way that the board disapproves of --
20 for example, by giving it to the county or such -- I
21 will immediately notify every board member of this
22 allegation, and as part of that notification, I will
23 give you a status report on their equipment requests,
24 funding requests.

25 MR. SMITH: And the purpose of my

1 question, I guess, is to go back to just your statement
2 about the need for it. If they don't have the need for
3 the 150,000, which has some assurances that it's going
4 for equipment and not being used to supplant the
5 contributions of the local government.

6 MS. QUESTELL: I do want to say on
7 behalf of the some of the districts that haven't
8 requested that money yet, I know that some of them are
9 just holding off waiting to see what kind of needs they
10 might have as the NG911 project deploys, that that's
11 one that they're just kind of waiting to see and just
12 trying to conserve their resources, that it's
13 nothing -- it's not a bad management thing that's going
14 on with that.

15 MR. SMITH: Thank you.

16 CHAIRMAN PORTER: Other questions or
17 discussion?

18 MR. RICH: Mr. Chairman, I would like to
19 say that our county also is beginning to use this money
20 to make some changes in our organization and a new
21 vehicle we drove up here with today and some new
22 position and some restructuring so that we have more
23 administrative people, and a segregation of duties, we
24 can keep Mr. McLeod happy next time he shows up at our
25 place, and sent an e-mail to Lynn. I would encourage

1 any district that does something like this, that to let
2 staff know. We need to keep those cards and letters
3 pouring in. So we need to keep this money, we'll have
4 something to base what we've done with that money on.

5 CHAIRMAN PORTER: Okay. Other
6 discussion?

7 (No response.)

8 CHAIRMAN PORTER: Hearing none, all in
9 favor of the motion say "aye."

10 (Board members respond "aye.")

11 CHAIRMAN PORTER: All opposed, like
12 sign.

13 (No response.)

14 CHAIRMAN PORTER: Motion carried.

15 The next item is to consider appointing,
16 members of the Policy Committee and approving initial
17 issues to be considered. Lynn?

18 MS. QUESTELL: During the last meeting,
19 the board authorized staff to form a committee to study
20 some of the issues raised by the governor and members
21 of the General Assembly in the recent past. And the
22 staff has contacted a number of individuals who have
23 agreed to serve on this committee, subject to the
24 board's approval. We've tried to find a balance of
25 interests in the members of this committee,

1 representatives of districts of various sizes and
2 locations and representatives of local governments and
3 other 911 experts.

4 The members of the committee that staff
5 proposes would be David Connor, who is the new
6 executive director of the County Commissioners'
7 Association, he's Doug Goddard's successor; Colleen
8 Edwards, who is the former interim policy chief of the
9 Tennessee Regulatory Authority; Mark Blackwood, the
10 director of the Maury County EMA; John Lowry, who is
11 president of the Tennessee Association of Chiefs of
12 Police; David Baxter, who is the fire chief in
13 Murfreesboro, he's a president of the Tennessee Fire
14 Chiefs Association, he's a member of the EMS board, and
15 a member of the Rutherford County Emergency
16 Communications District board; Bob Kirk, who is an
17 alderman from Dyersburg and is also a TACIR member;
18 Raymond Chiozza, who is the director of Shelby County
19 Emergency Communications District; Jennifer Estes,
20 director of Loudon County Emergency Communications
21 District, he's also the first vice president-elect of
22 TENA; Theda Bramlett, who is the dispatch supervisor of
23 Bradley County Emergency Communications District, she
24 is an Emergency Communications District board member in
25 Polk County Emergency Communications District, and she

1 is the president-elect of TENA; Johnny Cheatwood, who
2 is the director of Lawrence County Emergency
3 Communications District; Sheriff Wayne Anderson of
4 Sullivan County, he's also a member of their emergency
5 communications board; James Sneed, who is chairman of
6 the Tipton County Emergency Communications District;
7 and Jimmy Turnbow, who is the director of the Wayne
8 County Emergency Communications District.

9 They've been kind enough to agree, subject to
10 the board's approval, to serve on this committee.

11 The board also proposed that we would
12 designate certain issues that this committee might
13 start off with, and staff proposes the following
14 issues.

15 First is, what is the role of local
16 governments with 911 and dispatching? How should costs
17 of dispatching be allocated? Should the state have
18 written guidelines regarding local government
19 contributions to 911?

20 Second question, what are the best
21 geographical boundaries for ECDs? Should state law be
22 changed to create a limit of one ECD per county?
23 Should the law or TECB policies be changed to encourage
24 greater consolidation of ECDs?

25 Third, should the state increase dispatcher

1 training oversight; for example, certification of
2 courses, enforcement of training requirements? If so,
3 should the oversight be imposed through legislation or
4 regulation, and should the responsibilities be assigned
5 to the TECB or another agency?

6 And the fourth question would be, should
7 the TECB's authority over ECDs and PSAPs that are not
8 affiliated with ECDs be clarified or altered?

9 CHAIRMAN PORTER: Okay. The staff's
10 recommendation is that we approve the list of committee
11 members that they proposed to us and that we designate
12 Lynn as the chair of the committee, as we did for the
13 funding committee, and that we approve the list of
14 proposed issues that they start with, but we are not
15 limiting them to those. They can go on with others as
16 the committee goes on, but just to approve these
17 initial ones to start with.

18 What's the will of the board?

19 MR. SMITH: So moved.

20 CHAIRMAN PORTER: I have a motion by
21 Mr. Smith. Do I have a second?

22 MS. COBB: Second.

23 CHAIRMAN PORTER: A second by Ms. Cobb.
24 Any discussion?

25 MR. SMITH: Just briefly, Mr. Chairman.

1 I think this comes up from time to time, and maybe this
2 is not the appropriate time. We may want to revisit
3 it, but when we formed these committees, I don't know
4 if we ever stipulated that the director say, for
5 example, be an ex-officio member to ensure each time --
6 I think sometimes we've designated Rex, sometimes
7 designated the director. But I'd like us to think
8 about that maybe in the future. I know we caught it
9 this time, but we only meet quarterly so --

10 CHAIRMAN PORTER: Yeah. We did that
11 with the funding committee. I guess it was the first
12 time that we actually made sure the executive director
13 was the chair, and that one worked out great with Lynn
14 being the chair because she was able to set the
15 meetings and kind of control, you know, time frames.
16 You know sometimes how meetings get carried on, and it
17 worked out real well, I think, so we thought we'd try
18 it again with this one.

19 But that's a good point, that maybe
20 staff -- on these committees like that, one member of
21 the staff always be on that committee, whether it be
22 the chair or not, but at least have a part in it. Is
23 that what you're getting at?

24 MR. SMITH: Yes, just so that we don't
25 miss that when we have the opportunity to be there.

1 CHAIRMAN PORTER: Okay. I appreciate
2 that. Thank you, Steve.

3 Any other discussions, questions?

4 (No response.)

5 CHAIRMAN PORTER: Hearing none, all in
6 favor of the motion say "aye."

7 (Board members respond "aye.")

8 CHAIRMAN PORTER: All opposed, like
9 sign.

10 (No response.)

11 CHAIRMAN PORTER: Motion carried.

12 The next item is consider amending
13 Policy No. 15, which is the District Contact
14 Requirements, to require notification to the Tennessee
15 Emergency Communications Board within seven days of any
16 ECD decision to adjust landline 911 service charges.

17 MS. QUESTELL: This is kind of a
18 housekeeping thing. Districts have the authority to
19 adjust their 911 service charges on landlines without
20 our board's involvement so long as the adjustment stays
21 below 65 cents for residential landlines and 2 dollars
22 for business lines.

23 And on our web site we post what we
24 aspire to have as an up-to-date list of the local
25 landline rates. This helps the districts because if a

1 new carrier comes in, they can simply get onto our web
2 site and check and see what the landline rate is so
3 that they can remit properly to the districts. But
4 unless the districts keep us apprised of the
5 adjustments in their landline rates, we can't have an
6 up-to-date list on our web site.

7 So that's all this is about, is just so
8 that once the districts alter their landline rate, they
9 let us know so we can keep the web site up-to-date.

10 The following language would be -- we'd
11 recommend that to be added to Policy No. 15.
12 "Emergency Communications Districts that vote to adjust
13 their landline rates by any authority other than TECB
14 approval under Tennessee Code Annotated 7-86-306 shall
15 notify the Tennessee Emergency Communications Board
16 within seven days of the amount and effective date of
17 the adjustment."

18 CHAIRMAN PORTER: You've heard the
19 recommendation of the staff on amending Policy No. 15.
20 What's the will of the board?

21 MR. LOWRY: So moved.

22 MS. MASON: Second.

23 CHAIRMAN PORTER: I have a motion by
24 Mr. Lowry, a second by Ms. Mason, that we amend Policy
25 No. 15 to require the ECDs to notify the ECB within

1 seven days of adjusting their landline rates.

2 Discussion or questions?

3 (No response.)

4 CHAIRMAN PORTER: Hearing none, all in
5 favor say "aye."

6 (Board members respond "aye.")

7 CHAIRMAN PORTER: All opposed, like
8 sign.

9 (No response.)

10 CHAIRMAN PORTER: Motion carried.

11 The next item is to consider amending
12 Policy No. 29, "Districts Encouraged to Adopt Ethics
13 Policy," to assure consistency with the Comprehensive
14 Ethics Reform Act.

15 MS. QUESTELL: This is also kind of a
16 housekeeping thing. The board adopted Policy 29 in
17 2004, I believe, encouraging emergency communications
18 districts to adopt ethics policies, and we included a
19 template of a policy that districts could adopt if they
20 chose to do so.

21 With the passage of the new ethics
22 statute, Policy No. 29 is no longer applicable because
23 districts are now required to adopt an ethics policy.
24 We have sent out a number of e-mails to the districts
25 about this.

1 So with all that, it's recommended that
2 the board amend Policy 29 to reflect this new law and
3 to remove the template ethics policy because it's not
4 consistent with the statutory requirements in the
5 Ethics Reform Act. It's recommended that the current
6 language in Policy 29 be replaced with the following:
7 "Boards of directors of emergency communications
8 districts shall adopt ethics policies consistent with
9 the Comprehensive Ethics Reform Act, Tennessee Code
10 Annotated 8-17-101, et seq."

11 CHAIRMAN PORTER: You've heard the
12 recommendation from staff to amend Policy No. 29.
13 What's the will of the board?

14 MR. BILBREY: So moved.

15 CHAIRMAN PORTER: Motion by Mr. Bilbrey.
16 Do I have a second?

17 MS. COBB: Second.

18 CHAIRMAN PORTER: Second by Ms. Cobb
19 that we amend Policy No. 29, which has to do with the
20 ethics policy. Questions or discussion?

21 MS. QUESTELL: I also want to clarify
22 that we're asking that you remove the template since
23 it's no longer consistent with the law.

24 CHAIRMAN PORTER: Hearing none, all in
25 favor of the motion say "aye."

1 (Board members respond "aye.")

2 CHAIRMAN PORTER: All opposed, like
3 sign.

4 (No response.)

5 CHAIRMAN PORTER: Motion carried.
6 Consider amending Policy No. 40,
7 "Uninsured Catastrophic Loss Assistance," to make
8 assistance available only to insured ECDs.

9 MS. QUESTELL: During the last meeting,
10 the board asked staff to study whether there's some
11 authority requiring districts to have insurance, and
12 we've not found anything specifically imposing that
13 requirement. But the discussion at the meeting was
14 that there was a concern that the policy -- the
15 catastrophic loss policy could be misinterpreted so
16 that people might expect the board to pay for losses in
17 lieu of insurance if a district hadn't obtained
18 insurance. And to address that concern and just
19 clarify things, we would ask the board to delete the
20 last sentence in Policy No. 40 and replace it with new
21 language.

22 The sentence we would ask to be deleted,
23 I'm going to read it to you. "This program is not
24 intended to provide funding in lieu of an ECD properly
25 insuring its facilities and property."

1 We would ask the board to remove that
2 and replace it with the following sentence: "ECDs
3 without liability insurance are not eligible for this
4 assistance."

5 Staff just thinks that is a clearer statement
6 of what we were wanting to do with this policy.

7 CHAIRMAN PORTER: Okay. You've heard
8 the recommendation from staff asking us to amend Policy
9 No. 40 as stated. What's the will of the board?

10 MS. COBB: I so move.

11 CHAIRMAN PORTER: Motion by Ms. Cobb.
12 Do I have a second?

13 MR. RICH: Second.

14 CHAIRMAN PORTER: Second by Mr. Rich.
15 Any discussion or questions?

16 (No response.)

17 CHAIRMAN PORTER: Hearing none, all in
18 favor say "aye."

19 (Board members respond "aye.")

20 CHAIRMAN PORTER: All opposed, like
21 sign.

22 (No response.)

23 CHAIRMAN PORTER: Motion carried.

24 MR. LOWRY: Mr. Chairman, I wonder if it
25 would be appropriate to let the staff look into

1 presenting back to us at the next meeting, or whenever,
2 the possibility of requiring districts to have some
3 type of liability insurance. Maybe that's not even
4 legal. That would be something they would have to
5 research, I guess.

6 MS. QUESTELL: Staff would be more than
7 happy to research that issue.

8 CHAIRMAN PORTER: I'm going to guess
9 your wish is their command, Mr. Lowry, but I --

10 MS. QUESTELL: Yes, sir.

11 MR. LOWRY: Their expertise, whether
12 it's something that can be done.

13 CHAIRMAN PORTER: Well, and that's
14 something we talked about, you know, at the last board
15 meeting. I can't believe an ECD would not have
16 insurance, but you'd be surprised at some of the
17 smaller ones that I found, even some in my region, that
18 didn't carry any, so --

19 MR. SMITH: We're talking about this
20 being all inclusive. We're saying liability. We're
21 not just talking about the liability and errors and
22 omissions. We're talking about property-casualty, the
23 whole picture.

24 CHAIRMAN PORTER: The whole shebang.
25 And those policies are so cheap. I mean, you know, I

1 think for a district my size, our policy's about a
2 couple thousand dollars a year or something and covers
3 everything that you -- from our tire sites to our
4 building and our board members and the district and
5 everything. So it's just not that expensive. So I
6 can't imagine a district that would not want to have
7 it. That would just be --

8 MR. BILBREY: You know, we're all about
9 disaster recovery, and we would expect each ECD out
10 there to have its own plan, you know, well planned out,
11 and this should be part of it so that they can get back
12 on board and do their job, you know, accurate, whatever
13 disaster should happen.

14 CHAIRMAN PORTER: We've learned -- I
15 think what you're saying, we've learned that the state
16 government and federal government are sometimes slow
17 coming to the rescue on things.

18 MR. BILBREY: That's exactly right.

19 CHAIRMAN PORTER: It's got to start at
20 the local.

21 MR. BILBREY: And I can speak to a lot
22 of that personally from last year when the tornado went
23 through Hendersonville and Gallatin and Goodlettsville
24 out there. I was right in the middle of that. So I
25 see how the government -- how it all works from a

1 personal standpoint, and I'm very adamant about
2 everybody getting everything done properly.

3 CHAIRMAN PORTER: I agree.

4 MR. BILBREY: And I would hope that, you
5 know, this being part of the emergency scheme that we
6 have to have working, the ECDs ought to do whatever
7 they need to to get back and have a complete plan in
8 case they get wiped out so that they can recover, and
9 keep going while they're wiped out now. You know,
10 somebody has got to be doing their --

11 CHAIRMAN PORTER: And I -- this might be
12 a time that we compliment Rex a little bit. He's been
13 doing a great job with helping to build those draft
14 plans the district could use, if they do get wiped out,
15 of having a plan of where do we go and how do we get
16 back up and running and so forth. And we used Rex's
17 plan to modify to make our own, and he did a great job
18 on coming up with a lot of that.

19 MR. HOLLAWAY: Well, I was writing a
20 note here to send to Lynn, but we have to take into
21 consideration too that some districts who don't
22 actually manage a PSAP but have equipment in a PSAP,
23 there's some issues there where they need to exercise
24 some control over, or at least determination of whether
25 the governmental entity that runs that PSAP has

1 insurance to cover the loss for equipment they've
2 helped fund. So it goes beyond just direct loss to a
3 district, but maybe something indirectly supported
4 financially.

5 CHAIRMAN PORTER: That's good.

6 MS. QUESTELL: And I would like to add
7 that with this 14 million funding, the idea that
8 someone couldn't afford insurance is not realistic.

9 CHAIRMAN PORTER: Any other discussion
10 or questions on that issue before we leave it?

11 (No response.)

12 CHAIRMAN PORTER: Good points.

13 The next item is consider adopting
14 Policy No. 41, "Reporting Requirements for Financially
15 Distressed ECDs," requiring financially distressed ECDs
16 to provide the ECB with copies of all board of
17 directors meeting minutes and financial reports.

18 MS. QUESTELL: This is another
19 housekeeping issue. The board is charged with
20 supervising financially distressed districts, and it
21 would be of great aid to staff to have the financially
22 distressed districts required to send in their meeting
23 minutes and financial reports just so that we can keep
24 a better -- we can help them more because we'll know
25 what's going on more.

1 So we would propose the following
2 language: "Financially distressed districts shall
3 provide the TECB with copies of all ECD board of
4 directors meeting minutes and the financial reports
5 required to be provided at every regularly scheduled
6 meeting under Tennessee Code Annotated 7-86-123.
7 Minutes shall be filed with the TECB no later than
8 seven days after approval; financial reports shall be
9 filed no later than seven days after each ECD meeting."

10 CHAIRMAN PORTER: You've heard the
11 recommendation from staff that we adopt Policy No. 41,
12 "Reporting Requirements for the Financially Distressed
13 Districts." What's the will of the board?

14 MR. LOWRY: So move.

15 CHAIRMAN PORTER: We have a motion from
16 Mr. Lowry. Do I have a second?

17 MR. SMITH: Second.

18 CHAIRMAN PORTER: Second from Mr. Smith.
19 Any discussion?

20 (No response.)

21 CHAIRMAN PORTER: Hearing none, all in
22 favor of the motion say "aye."

23 (Board members respond "aye.")

24 CHAIRMAN PORTER: All opposed, like
25 sign.

1 (No response.)

2 CHAIRMAN PORTER: Motion carried.

3 The next item on the agenda, consider
4 authorizing expansion of the TECB financial management
5 and support staff. Lynn?

6 MS. QUESTELL: What we're wanting to do
7 here is to help -- get your permission to help us kind
8 of plan our budget with above-the-line costs. We
9 ultimately, though not necessarily immediately, would
10 like to add two positions to our staff. The first
11 would be a director of E-911 fiscal operations. This
12 would be someone to supervise and coordinate the
13 board's financial functions to help with planning.

14 Considering how much the board has
15 expanded its financial activities and the amount of the
16 board's revenue, we think that it would be very
17 appropriate to have an additional position, and in all
18 honesty, Jim and Robert are just pretty darn swamped
19 right now. I mean, every time I add something to them
20 to do, I worry if it's the straw that's going to break
21 the camel's back. They have really tried very, very
22 hard to do everything that they are asked to do, but
23 there's just a lot to do.

24 The other position is basically a
25 paralegal that would be shared by Rex and the legal

1 staff. We're looking at this especially to help with
2 the administration of the NG911 project. I mean, we're
3 wanting to capture a better idea of what kind of
4 equipment is in every PSAP to help with the migration,
5 and we are certainly going to have more contractual
6 burdens and that sort of thing as we move forward with
7 the NG911, and this administrative position could offer
8 some relief to our very overburdened attorney.

9 So this is -- we're not immediately
10 getting ready to hire anyone, but we'd just like your
11 permission to add these to our above-the-line budget so
12 that we could.

13 CHAIRMAN PORTER: You've heard the
14 request from staff to create the two new positions.
15 What's the will of the board?

16 MS. COBB: I so move.

17 CHAIRMAN PORTER: I have a motion by
18 Ms. Cobb. Do I have a second?

19 MR. RICH: I second.

20 CHAIRMAN PORTER: A second by Mr. Rich.
21 Discussion or questions?

22 MR. BILBREY: This is just permission to
23 go ahead and create -- I would think create the
24 position, lay out the job aspects and all that,
25 classification and so forth, everything about the

1 positions themselves?

2 MS. QUESTELL: Yes, sir, and to add the
3 funds above the line so that we can do that.

4 MR. BILBREY: Right. When you get to
5 that point, though, you bring all that information back
6 to the board?

7 MS. QUESTELL: Yes, we will, sir.

8 CHAIRMAN PORTER: Questions or
9 discussion?

10 (No response.)

11 CHAIRMAN PORTER: Okay. Hearing none,
12 all in favor say "aye."

13 (Board members respond "aye.")

14 CHAIRMAN PORTER: All opposed, like
15 sign.

16 (No response.)

17 CHAIRMAN PORTER: Motion carried.

18 Let's see. The next item is to hear a
19 report from the operations committee on the alternative
20 backup power system that was put in Henry County ECD.
21 Rex, are you going to do this one?

22 MR. HOLLAWAY: I think so. I hope you
23 have the copy of the internal memo there I sent
24 regarding the system being installed and put online on
25 July 11. We're going to look at this thing for 90

1 days, so we're about halfway through that evaluation
2 period right now.

3 And just a reminder, I think there was a
4 little bit of confusion, even on my part at one point,
5 that we're not looking to suggest, I don't think, that
6 this be a one fix-all kind of a backup system. Even
7 Mark Archer, I believe, in Henry County is looking at
8 this more as an EPS replacement and not as an EPS
9 generator combined replacement.

10 And with that in mind, Mark delivered to
11 us today -- I think you've got a copy of his report --
12 kind of an interim report on how the system is doing.
13 And, ironically, they did have on August 20 an actual
14 power failure that was long enough in duration to cause
15 the main building generator to be triggered, which
16 means that it was a substantial loss of power. And
17 during that five-second period of time, the dual-power
18 unit actually absorbed that five-second loss of power
19 without cranking up its own generator, and as you may
20 or may not recall, the purpose of the dual-power is to
21 absorb as much of the lost power as possible, but once
22 it detects a loss substantial to reduce the amount of
23 power to generate out, then it will start its own
24 generator. It absorbed enough of that power loss to
25 not have to start its own generator, which is what it's

1 designed to do.

2 And in the chart, basically, if you look
3 at all the squiggle lines, it kind of tells you that it
4 also looks at really that whole day around the actual
5 outage and shows that at 8:00 in the morning, you could
6 see that there was a drain on the dual-power system
7 like you would have on an EPS system, people turning on
8 computers and that sort of thing. And the little
9 spikes even indicate -- the orange and the kind of
10 burnt orange lines indicate where people turned on at
11 least some new piece of equipment, appliance or
12 whatever.

13 And then as you get to five o'clock in
14 the afternoon, six o'clock, then you start seeing those
15 units turn off again.

16 So the system really seems to be doing
17 what we -- at least what the vendor indicated to us
18 that it would do. And if you want a real more in-depth
19 technical comment, I'm going to call Mark Archer, but I
20 think we will have a more thorough report probably at
21 the October meeting, if that's when y'all decide to
22 meet.

23 CHAIRMAN PORTER: Any questions of Rex
24 on the report? I think that makes me feel a lot better
25 knowing we're not doing away with the backup generator.

1 I think that was maybe a concern we had in the
2 beginning.

3 MR. HOLLAWAY: The generator would --
4 they'd like to see everything go away except their one
5 device. It's kind of a do-all everything, but it does
6 give you a little weak feeling in your stomach.

7 CHAIRMAN PORTER: New technology.
8 That's great. I'm glad to see the 911 centers are
9 trying new things like that that can eventually help
10 all of us in the future, the way technology is changing
11 so fast.

12 MR. HOLLAWAY: Mark is one of those
13 leading-edge-type people.

14 CHAIRMAN PORTER: He sure is, and I
15 appreciate him for doing that. That's great.

16 Anything else on that item? All right.

17 The next item is to consider report on
18 the status of Jackson County ECD, which is a
19 financially distressed district.

20 MS. QUESTELL: Jim was going to give
21 this report. He and Rex traveled to Jackson County and
22 have been following the situation closely.

23 CHAIRMAN PORTER: Jim, state your name,
24 raise your right hand.

25 (Off the record.)

1 MS. QUESTELL: Could we also ask for Jim
2 Morgan to come forward too. Thank you so much for
3 coming. Mr. Morgan is the director of the Jackson
4 County Emergency Communications District.

5 MR. HOLLAWAY: Jim said he's the unpaid
6 director.

7 CHAIRMAN PORTER: Unpaid director, huh?
8 Hopefully, that will change in the near future though.

9 MR. BARNES: Jim Barnes. At the
10 direction of the board at the last meeting, we have
11 been directed to try to review the situation at Jackson
12 County with an intent to aid the financially distressed
13 status and see if there was anything we could do to
14 offer assistance to help in any way we could and see if
15 anything that they're doing that we could assist in
16 their operations to remove them from the financially
17 distressed status.

18 As a result of this, Rex Hollaway and I
19 did make a visit on June 13, and at that meeting we
20 reviewed the financial records and statements and other
21 documents that Mr. Morgan had available, looked at the
22 various reports, and we made some determinations at
23 that meeting.

24 Basically, we found that Jackson County
25 itself has limited resources to support the ECD, but

1 they do support the ECD in several nonfinancial ways.
2 They provide the county building, and they maintain
3 that building in order for the ECD to operate out of,
4 and they provide the electricity, water. They pay the
5 bills for that building and maintain it, keep it up in
6 all aspects. And they also provide -- actually, they
7 allowed Mr. Morgan to act as the director, even though
8 he is not an employee of the ECD, he is an employee of
9 the county, and they allow him to use part of his work
10 time in performing some of the functions of the
11 director of ECD.

12 We also determined that there's only two
13 law enforcement offices in the county, the city police
14 department and the sheriff's department, and each of
15 those contribute financially cash to the ECD's
16 operations. The county provides \$45,000 cash, and the
17 city of Gainesboro provides \$17,500. And each of those
18 governmental bodies has committed in the next several
19 years they will increase by 10 percent each year the
20 amount of cash going into their operations.

21 The ECD also has an agreement with the
22 electric company to answer their after-hours calls, and
23 for that service they receive \$5,000 of annual income.

24 Looking at their operations and their
25 expenditures, they are currently operating within the

1 anticipated revenue. We've looked at their request for
2 equipment and purchases, and on April 12, on that date
3 we actually gave them \$24,010 for a recorder,
4 reimbursed the cost of the recorder for \$24,010. And
5 on August 29 we reimbursed \$7,641 for a master clock
6 replacement, and we paid them on May 29 \$50,000 out of
7 the \$150,000 amount that the board authorized at the
8 last meeting.

9 And we also, in our determination, when
10 Rex and I were there, we discovered that the wireless
11 trunking that had been -- that they were eligible to
12 receive reimbursement for had not been requested since
13 January of 2004. I think that was the time the last
14 director left or during about that period of time. And
15 so somehow or other, it got lost in the changeover and
16 they had not requested that reimbursement since January
17 of 2004.

18 We verified that they were eligible for
19 it, and I received the invoices from Mr. Morgan, and we
20 have reimbursed them \$5,544 for that particular period
21 of time up until June 30. And also they will be
22 eligible for that continuing obligation, which would
23 mean they would have an additional \$1,584 increase in
24 revenue -- not revenue, but reimbursement of their
25 expenditures that was not coming out of their existing

1 revenue sources.

2 In July Rex noticed an item on the
3 emergency number association list server that there was
4 some available equipment from Lubbock, Texas, that was
5 the same kind of equipment that Mr. Morgan and the ECD
6 uses, and he notified them of that, and the last time I
7 talked to Mr. Morgan, he was proceeding with efforts to
8 try to obtain some of that, basically, free equipment.

9 And on the total financial, right now
10 they still have \$68,349 left of their \$150,000
11 allocation. We noticed that the ECD has made several
12 positive actions in controlling its expenditures and
13 tracking and monitoring the revenue and expenditures
14 going on within the district, and they have made
15 efforts to reduce expenses wherever possible and to
16 come within their budget constraints.

17 Our conclusion is that Jackson County
18 ECD is making a concerted effort to improve its
19 financial circumstances and remove itself from being
20 classified as financially distressed and is being
21 successful. The TECB's continuing efforts in providing
22 support and additional funds have been material in
23 allowing the ECD to approach financial stability.

24 CHAIRMAN PORTER: Any questions of Jim
25 on his report on Jackson County?

1 (No response.)

2 CHAIRMAN PORTER: Mr. Morgan, would you
3 like to make any comments?

4 MR. MORGAN: I mean, I could basically
5 answer questions. We've done several things to improve
6 dispatch and 911. We had, like, a ten-hour period
7 where we basically had one dispatcher, so we went to
8 two dispatchers, 24 hours a day. And a lot of this has
9 to do with that \$14 million operating costs. Without
10 that, we'd be fighting just to maintain where we're at.

11 With that money, also it allowed us to
12 do some maintenance agreements that we've not had in
13 the past, and all our PSAP equipment -- phones,
14 radios -- have been updated, which had been neglected,
15 basically, for three or four years of updates and
16 things like that. It has also come out of that money,
17 everything is updated, everything is running like it
18 needs to be. We just completed putting the EPS system
19 in. Part of the requirements was for hourly system to
20 put in, basically gives us two hours of battery backup
21 for our system.

22 CHAIRMAN PORTER: That's great. Any
23 questions of Mr. Morgan or Rex?

24 MR. HOLLAWAY: I wish I had provided
25 before-and-after pictures. It's very impressive

1 looking at the PSAP operation now from what they had
2 back when you were considering emergency help a few
3 years ago.

4 CHAIRMAN PORTER: Yeah. They've come a
5 long way. I've known Jim for years as an EMS director,
6 and him becoming the 911 director also was a big
7 improvement, I think, and he's made a lot of
8 improvements there, and, hopefully, we'll be able to
9 see the day in the near future that they'll be taken
10 off the financially distressed list, and I think he's
11 working very hard towards that.

12 MR. MORGAN: The equipment from Lubbock,
13 Texas, we did receive that. I don't know the exact
14 dollar amount. All they asked in return was for us to
15 reimburse them for the shipping, which is \$56, but we
16 got in excess of \$20,000 worth of spare parts and stuff
17 for our 911 system.

18 CHAIRMAN PORTER: That was an early
19 Christmas gift, wasn't it?

20 MR. MORGAN: Yes, it was.

21 CHAIRMAN PORTER: Any other questions or
22 discussions?

23 (No response.)

24 CHAIRMAN PORTER: Thank you, gentlemen.
25 Appreciate it.

1 Last item on the agenda -- wow, we're
2 going fast -- "Consider status of Bledsoe County ECD,
3 including audit findings and lack of compliant GIS
4 mapping system."

5 MS. QUESTELL: At the last meeting,
6 Bledsoe County ECD was on the agenda because of audit
7 findings or potential audit findings related to its
8 interlocal agreement with the county and its request
9 for an extension of its rate increase.

10 During that meeting the board and the
11 district representatives also discussed the district's
12 failure to deploy a GIS mapping system that was
13 compliant with the board's technical standards. The
14 board voted to extend the district's rate increase, and
15 at Bledsoe County ECD's request, deferred consideration
16 of the audit and the GIS issues until the next meeting.

17 They have sent us in a revised
18 interlocal agreement with the county, and that seems to
19 address the concerns previously raised by county audit.

20 But of much more serious concern is the
21 fact that the ECD has still not deployed a GIS mapping
22 system compliant with the board's technical standards.

23 The district has entered into an
24 interlocal agreement with Sequatchie County Emergency
25 Communications District under which the Sequatchie

1 County ECD director, Mike Twitty, will assume
2 responsibility for database management, including
3 addressing and mapping, and I think also he'll be
4 educating the Bledsoe 911 personnel. Mr. Twitty has
5 said that they have received the ESN files that they
6 needed, thanks to Rex's assistance, and have almost
7 completed conversions.

8 The last I have heard, the district has not
9 decided on the GIS mapping software it intends to
10 purchase. I know that Rex and James Wood of the
11 state's OIR/GIS mapping division conferred with Mike
12 Twitty about this. And since the board has contracted
13 with the state's GIS program in the Office of
14 Information Resources, or OIR, I would also like to
15 invite Dennis Peterson to come forward in case the
16 board has questions of him. He's the head of the
17 OIR/GIS program.

18 James Wood has been very involved in this
19 issue, but he is ill, and I would ask that everybody
20 give good thoughts to James as he recovers, hopefully
21 very, very quickly. We certainly hope and pray for his
22 speedy recovery. The OIR/GIS program has been very
23 generous in its offers to assist Bledsoe, and we
24 appreciate that. Welcome, Chairman Billingsly. We
25 appreciate you coming, and Patricia.

1 I have a few questions. From the information
2 provided by Mike Twitty, I know that you-all have
3 ordered a PC and a server. Have you-all decided on the
4 GIS mapping software you intend to purchase?

5 (Off the record.)

6 CHAIRMAN PORTER: Could all three of you
7 just go ahead and state your names for the record and
8 let her get them on the record.

9 MS. EDMONDS: Patricia Edmonds.

10 MR. PETERSON: Dennis Peterson, OIR/GIS
11 Services.

12 MR. BILLINGSLEY: Probably the easiest
13 way I could do this is go ahead and have Mike tell you
14 exactly what we've done. We have decided on what we
15 are doing, what we are going to use, and it has been
16 ordered, and he can probably further tell you a little
17 bit better than I can as to what has come in and
18 exactly where we're at.

19 CHAIRMAN PORTER: Mike, you're going to
20 have to get to a microphone.

21 (Off the record.)

22 MS. QUESTELL: For the court reporter's
23 benefit, this is Mike Twitty, the director of the
24 Sequatchie County Emergency Communications District.

25 MR. TWITTY: At this standpoint, we've

1 got the hardware in, the server. Two work stations
2 we're waiting on. They were shipped the 28th. I
3 should have them in place sometime this week, hopefully
4 tomorrow. Then we'll go up to Bledsoe County and build
5 the network that will house the GIS system. The
6 software we've done an analysis on. We have that
7 ready. As far as the MSAG consulting file that Bledsoe
8 County paid for that they received in 2004, we've
9 figured in reconstructing their entire GIS database,
10 we've got over a thousand addresses to add to it and
11 190 streets to add to that. But that gave us the
12 foundation that Bledsoe had already spent money on to
13 facilitate the beginning of the structure.

14 From that point, we decided to utilize
15 GeoCom software, and the reason for this is cost
16 effectiveness, and also the Next Generation 911 concept
17 with the software, Bledsoe will not have to buy the
18 server software. It will save them about \$10,000.
19 From there we'll connect an IP pipe to them. We'll
20 update their work stations, do the mapping. We've got
21 the equipment and the knowledge base to facilitate
22 that.

23 And, basically, that's where we are
24 right now, waiting for the completion of the data
25 cleanup, and then from there the construction of the

1 network.

2 CHAIRMAN PORTER: Mike, just a question
3 on that. I don't know if I heard you straight. On the
4 GeoCom software, you said you wouldn't have to buy
5 their server software, but that you were going to
6 connect by an IP -- where are you connecting to?

7 MR. TWITTY: We will connect with the
8 Bledsoe Telephone Cooperative that is their vendor also
9 for telephones.

10 CHAIRMAN PORTER: Okay.

11 MR. TWITTY: They're building circuit
12 boards to facilitate that. The work station and server
13 that we have constructed and paid for the software to
14 promulgate it will build, basically, and synchronize
15 all the Bledsoe data with their work station software.
16 They will have a server, but they don't have to pay for
17 all of that extraneous software to develop their own
18 mapping structure until later on, if they desire to.
19 This is just a foundation to begin them in the process
20 where we -- since we already have the equipment in
21 place and the training people to do so, it gives us --
22 gives them a heads-up, not only in the training aspect
23 of it, but also the functionality that they can build
24 on later on.

25 CHAIRMAN PORTER: Is the -- and with

1 being connected to Bledsoe with the circuit, if that
2 circuit goes down, you still have the data on your work
3 stations at -- --

4 MR. TWITTY: Right.

5 CHAIRMAN PORTER: So you're not going to
6 lose anything.

7 MS. QUESTELL: When do you estimate this
8 system will be deployed?

9 MR. TWITTY: The biggest issue is going
10 to be education. Currently, Bledsoe does not have an
11 infrastructure that supports GIS and their local
12 management, their government. So what we've done is
13 have meetings with that management from -- we've got a
14 scheduled meeting with the post office, which is going
15 to be part of it; the road department; the commission;
16 and the City of Pikeville because that education
17 factor, and prior to -- there's a lot of misinformation
18 going on about roads. 911, unfortunately, is not on
19 the update list all the time, and it's a prerequisite
20 of a GIS system to have that facilitation, and you
21 can't allow any misinformation to flow.

22 So what we're doing is educating the
23 county what's going to support their system and in the
24 process making brochures, having PowerPoint
25 presentations, that type of thing. And then from

1 there, we'll build off of it for implementing the GIS
2 and supporting it.

3 CHAIRMAN PORTER: How soon do you see
4 going ahead and having the GeoCom software installed
5 and having the dispatchers where you can use the
6 existing data that you've got at least to that point
7 where they can at least be getting a map on a call?
8 Have you got a time frame on that?

9 MR. TWITTY: It's going to be a
10 stair-step proposition. The actual implementing a GIS
11 program to be Phase II compliant, the problem is that
12 is not going to be clean data. We are using 2004 data.
13 We can get them up and running and, by the verbiage,
14 comply with that, but what we want is something that
15 Bledsoe is not litigatory exposed.

16 So with that concept, we are cleaning
17 the data. We can get it up and running -- that's not a
18 problem -- within a month, but when you try to balance
19 out the clarity of that data, they're missing things
20 that have been done since 2004 and making sure that
21 everything is functional within the GeoCom structure
22 and their TCI structure, that's going to be an unknown
23 entity. I am shooting for three months in a totality
24 of having the data clean, having it functional, to
25 where they can depend on it, and the data that the

1 dispatcher gets is clear enough to where they know that
2 they're dealing with something that they can rely on.

3 As it is right now, when we first
4 implement it, we're going to have to train everybody
5 that this is 2004 data, it's a process, we will be
6 updating this data as we go along and clarifying it
7 more. It's a work in progress, so I really can't give
8 a definitive time line for the totality of what we're
9 doing. We are moving in that direction, and it will be
10 stair-stepped to achieve it, but it's not something
11 that I can say 10 days, 15 days, 20 days. I can give
12 you an approximation.

13 CHAIRMAN PORTER: Do you not -- I guess
14 my thing is, is you talked about the legality on the
15 old data, and I understand that, but there's a legality
16 of not having anything, too, that I think -- I don't
17 know, in my mind -- I'm not trying to play attorney,
18 and don't take that, but you're worse off not having
19 anything than you are having something that at least
20 gets streets or something on there where they can at
21 least locate a Phase II call and know it's on such and
22 such road.

23 MR. TWITTY: In that stead, they've
24 installed Microsoft Streets and Addresses, if you want
25 to get it on to a viewing of the actual -- they've got

1 the old CAD structure on there for physical maps. We
2 will be putting this system in place for mapping, but
3 the data clarity is the key to what we're trying to do
4 and build one house to facilitate that that we decided
5 to do with the MSAG consulting files for 2004.

6 Then from there, the cleaning that up
7 and getting it in place where it's converted from auto
8 mapping to ESRI and then from ESRI it can be absorbed
9 into the GeoCom software, that's done. That's not a
10 problem.

11 The thing that I'm speaking of is the
12 issue of implementing not only building a network --
13 which I can do in a day and a half, that's not a big --
14 but once we put that software on there, it's going to
15 be a buildout before I can come back before you and
16 say, you know, they've got a Phase II -- in my concept
17 of Phase II -- compliant system. They are compatible
18 with it. They've got good data. The dispatchers can
19 rely on it. The people of Bledsoe County can rely on
20 it.

21 But there is no doubt out there at this
22 current time that is relevant to today. It's all going
23 to have to be built. We've got a SID (phonetic) file.
24 We've got a structure as far as what's there in the
25 picture, but what's going to interface with all of that

1 to give a cohesive MSAG, the addressing, all of the
2 things that are necessary for a 911 center to work, is
3 going to be a process of building.

4 MS. QUESTELL: I guess -- forgive me
5 because I'm not totally understanding. Are you telling
6 me that you are going to deploy the GIS mapping with
7 the information that you have and then work to correct
8 it over time?

9 MR. TWITTY: Right.

10 MS. QUESTELL: I mean, a map is always a
11 work in progress.

12 MR. TWITTY: It is, but I cannot stand
13 in front of this board and say it meets my
14 requirements. I can't stand in front of you and say
15 this is what Sequatchie County has. Sequatchie County
16 has an up-to-date GIS Phase II compliant mapping system
17 that my dispatchers rely on, and the error rate in it
18 is minimal, but I can't give you that justification.
19 That is going to be a buildout process.

20 MS. QUESTELL: A work in progress, and I
21 get that, but are you telling me that, like, by the
22 time we have our next meeting, that y'all will come
23 back and be able to say that even though the addressing
24 is not completely up-to-date, that you've got your
25 system in place, you've got your software in place, and

1 that it's being used and you are correcting it as you
2 go along and --

3 MR. TWITTY: Right, that I can do. At
4 your next meeting that will be in place, the computers
5 will be working, but those thousand streets -- or the
6 200 streets, rather, and the thousand addresses will be
7 a process of adding to that system. So what we will
8 have to do is give Bledsoe County that justification
9 that this is not something that you will not key and
10 fully depend on right now. There's something that
11 we'll be adding to it, things that we're going to be
12 cleaning up. As the software analyzes the 911
13 database, the GIS database, there's going to be little
14 hiccups, but we'll be fixing those. And that's what I
15 say is a work in progress.

16 MS. QUESTELL: Well, I think most GIS
17 systems are a work in progress. I mean, there's
18 nothing -- but thank you for that. That's a very
19 helpful report.

20 Speaking as a lawyer -- my lawyer
21 probably is going to kick me, but that's why I got her
22 next to me -- I would say as far as your concerns about
23 litigation, I would just second what Randy is saying.
24 I mean, y'all are the only district in our state that
25 doesn't have a functional up-to-date GIS mapping

1 system. Now, if you want to worry about liability, you
2 know, that's the issue right there. Not that we need
3 to go there, but this is of great concern.

4 I mean, the board put a deadline for
5 having a GIS mapping system as December '05, and we
6 want to really -- I mean, I would -- and I think I'm
7 speaking for the board -- would really like to see this
8 happen by the next meeting, and I'm really happy that
9 Mike is giving us this report, and it sounds like you
10 are taking things in hand.

11 MR. TWITTY: James Wood of OIR/GIS came
12 to our site so that he could physically see the
13 concepts that I was speaking of. Early on there seemed
14 to be some miscommunications between us, and the
15 invitation was extended, and he came to our site and,
16 like I said, was uplifted with the direction that we
17 were going. I'm sorry he's not here that he can give
18 you his own perception, but it is a process -- like I
19 said, it's an educational process for them as far as
20 what we're doing and an educational process for Bledsoe
21 as far as what's going to be needed for facilitating
22 it, and that -- I think we --

23 Sequatchie has been involved in this now
24 for almost 90 days. We're getting there quickly, but I
25 don't want any delusions on what it is that we are

1 going to be finishing.

2 CHAIRMAN PORTER: We understand.

3 Dennis, did you want to say something?

4 MR. PETERSON: Yeah, if I could just
5 echo Mr. Twitty's thoughts. James and he met a while
6 back to discuss a variety of options, one of which was
7 to leverage the state data that we're developing in
8 terms of the ortho-imagery that we have made available,
9 and as Mr. Twitty stated, it's a question of getting
10 the software in place before Bledsoe can take advantage
11 of that.

12 We also talked about the option of
13 including the Tele Atlas product. In light of the
14 quality of the data at that time and in light of where
15 they are in migrating with their data development, I
16 think it's not recommended that they go in that
17 direction.

18 We also recommended that Bledsoe and
19 Sequatchie County take advantage of the state's TIPS
20 (phonetic) data standard, looking at the long-term
21 vision of maintaining a statewide street center line
22 database, which is our primary function now that we've
23 completed it, and we've hit a milestone this past July.
24 We completed our initial statewide production efforts.

25 CHAIRMAN PORTER: All 95 counties.

1 MR. PETERSON: All 95 counties. So
2 we're very pleased. So now it's a question of how do
3 we maintain this street center line data, and that's
4 where the TIPS data standard comes into play, and
5 putting that in place on the local level, we can pursue
6 local updates and bring that to a statewide data setup.

7 So as Mr. Twitty stated, James and he
8 have had some technical discussions about that, and I
9 think we're on the same page.

10 MR. TWITTY: And I can guarantee you
11 Bledsoe and Sequatchie will exceed the TIPS
12 qualifications.

13 CHAIRMAN PORTER: Good. That's great.
14 That's great. So I guess from this report, then, that
15 by the next board meeting, which I think is October 25,
16 somebody will come back and report to us that at least
17 that software is in place, it's operational, and then
18 you're still working on your data and getting it all
19 corrected and updated. Is that where -- I'm not trying
20 to put words in your mouth. I'm just asking. Okay?

21 MR. BILLINGSLY: Absolutely. We feel
22 comfortable in that.

23 MR. HOLLAWAY: I just want to clarify
24 one thing. The 190 roads, I think, Mike mentioned,
25 those are not new roads or anything. They're just

1 roads that haven't had the attributes added and a lot
2 of other data put on them. They're not new roads
3 though; right?

4 MR. TWITTY: They're newly named roads
5 and new roads, a combination. So a lot of the roads we
6 have have been renamed.

7 MR. HOLLAWAY: But the actual roadbed is
8 there. It's been there for several years.

9 MR. TWITTY: Some of them, yes. I've
10 got a breakdown of the structure, which is actually new
11 in the roadbed and which is a road maintained from what
12 it was.

13 MR. HOLLAWAY: So if the GeoCom were
14 turned on tomorrow with the existing data, you'd still
15 be operating in the blind, like you are today, for
16 landline 911 calls, but for wireless 911 calls,
17 theoretically, if you've got a Phase II location, we'd
18 at least know the -- precisely where the phone was
19 calling from, and if the road were there three or four
20 years ago, you would know the road that they were on.
21 You might have the wrong name for it, but at least
22 you'd know where the person was.

23 MR. TWITTY: Right. The geometry of the
24 center line is going to be there, and the plotting of
25 that point is going to be there. But the actuality of

1 giving them a physical, a numeric, address that
2 coordinates with that point is problematic, and that's
3 part of the cleanup that we're doing right now to
4 facilitate something that they can use and the
5 dispatchers can depend on saying that structure is
6 addressed with this specific address on the 5.28
7 spectrum, and from there we can guarantee the emergency
8 responder when we give it to them that this is it.
9 Like I said, there's cleanup issues that we've got to
10 facilitate. But the actual map will be there, the
11 actual structure will be there, but the correlation
12 between that structure and its given address, we have
13 some problems to deal with.

14 MR. HOLLAWAY: I think mine and James'
15 contention all along has been that, you know, with
16 whatever you can turn up tomorrow, you're a lot better
17 off with at least some data being better than having no
18 data. And this would all propagate in front of the
19 dispatcher's face. They wouldn't have to get up and go
20 to another computer possibly or wherever their
21 Microsoft Streets and Roads is and retype the latitude
22 and longitude, and then having a location. It's much
23 better to have them auto display that location
24 displayed.

25 MR. LOWRY: How long would it be before

1 you could just turn that on? Could it be done next
2 week?

3 MR. TWITTY: I'll have it on in the --
4 I've got the equipment in my office -- in the mapping
5 office, rather -- sitting on the floor, and they're
6 wanting me to get it out to give them back their room.
7 But I'll be bringing that up to Bledsoe either tomorrow
8 or the first of the week and building that network, the
9 physical hardware that's going to house the software.

10 The software is no biggie. It's an
11 issue -- it's the data where the correlation is of
12 functionality that I'm trying to give justification to.
13 The actual network, the actual software, where it shows
14 a map, where it shows Bledsoe County, that can be done
15 within a couple weeks. That's not a problem.

16 My issue is the clarity of that data.
17 My issue is that that data is clean. That's the way I
18 look at it. And that's where I get -- James and I had
19 a misunderstanding in the beginning because of that
20 fact, and it's an issue that I want that clarity of
21 data in place to propagate that map when it shows up.

22 The center lines are, you know, one
23 thing, but when you actually get into giving names to
24 the structure and the address that's on that structure
25 and things, that's other issues that are involved in

1 the data, and that's going to take us some time. The
2 actual turning it on and having a map displayed as a
3 call comes in, that's easy.

4 MR. LOWRY: I highly encourage you-all
5 to do that just as quick as you could. I don't think
6 any of us started out with 100 percent clear, clean
7 roads and streets.

8 MR. TWITTY: I understand, but we're
9 starting out with, like I said, a thousand addresses,
10 and I don't want any delusions that when we turn the
11 switch on and we have that map come through with the
12 ALI information, that there's going to be a magic wand
13 waved. This is a work in progress.

14 CHAIRMAN PORTER: We started out with no
15 address, and I think what a lot of the counties did was
16 Tele Atlas data that you just had streets, so I'm like
17 Ike. I would encourage you to go ahead and turn it on
18 as quick as possible and work on your data.

19 MR. TWITTY: Like I said, just so
20 there's no delusions in the clarity of that data as it
21 comes through is going to be a work in progress. And
22 we're starting a little bit behind the eight ball from
23 the 2004 data, which is cleaner than anything we've
24 seen.

25 CHAIRMAN PORTER: We understand that.

1 Do any board members feel any different, that they
2 wouldn't want them to go ahead and turn it on just as
3 soon as possible and work on the data then as they go?

4 MS. COBB: I have a quick question. In
5 60 days, roughly, when we come back and meet again, and
6 you come back and tell us where you stand, the system
7 will be up, and what percentage of that 1,000 addresses
8 do you feel you could have accurate in 60 days?

9 MR. TWITTY: That's going to be the
10 64-million-dollar question, and the reason is that once
11 we turn that system on and we have the center lines of
12 the street propagated on the software as the ALI comes
13 through, that data is going to look at not only we're
14 going to have to rebuild the 911 Bledsoe County
15 database, as Rex is familiar with. These people did
16 not understand 911. Sequatchie County had to rebuild
17 the 911 database that correlates. It has to merge with
18 the GIS address, and it has to be the same thing or it
19 throws errors.

20 The Sequatchie -- we rebuilt it four
21 times before the phone company understood why it was so
22 important to keep it straight. Now they understand
23 that. Bledsoe is going to be dealing with the same
24 thing because they have the same phone company.

25 So these are things that we're going to

1 have to correct with the educational part of what we're
2 doing, along with the getting this up and running. The
3 up and running, I'm going to have it in place next time
4 we come up. We'll have a map there, we'll have all
5 this thing. But as far as giving you percentages, it's
6 going to be dependent on what we find when we turn the
7 switch on, how quickly we can get the phone company
8 converted, how quickly we can get entry errors
9 straightened out. We had 167 out of 569 customers
10 entry errors with just Sequatchie County. We had to
11 correct their databases. It was a tedious process.

12 And these are the things that are going
13 to be a work in process in Bledsoe, not only the
14 education of the managers, but clarifying the data.
15 The hardware and the software, that's easy.

16 MS. COBB: Do you have any guess on --
17 and I realize it's a guess. I totally understand that.
18 Do you have any guess on how long it will take to get
19 the system up and be 100 percent accurate? And I
20 realize that 100 percent accurate is --

21 MR. TWITTY: There is no 100 percent.

22 MS. COBB: But you know what I mean.
23 You know what I'm asking.

24 MR. BILBREY: Let me ask it another way.
25 Worst scenario, you've got the system up, it's working,

1 you turn it on, you have to rebuild their base
2 completely, educate two or three people or whatever.
3 What's the longest term we're talking about here, on
4 the outside, worst scenario?

5 MR. TWITTY: To be up to the standards
6 that Sequatchie County uses at this day, I would say
7 first of the year would be my milestone to shoot for,
8 to have it where I could look you in the eye and say,
9 it meets the standards of Sequatchie County -- and
10 that's one of the things that James -- and, like I
11 said, I wish he was here because he saw the clarity of
12 what we have done with Sequatchie County and what it
13 took us to get there, to get this data.

14 And as I told James, the issue of what
15 we're going to give back to the state is going to be
16 99.9 percent clean. It's going to be succinct. It's
17 going to be on the mark, what we will give the State of
18 Tennessee, because we are going to take great pains to
19 make sure that all of these errors are corrected, all
20 of these things in the database are functional.

21 So I would optimistically say January
22 for my comfort. Turning it on is not a biggie. Like I
23 said, I can get the network in, get it propagated to
24 where it shows maps and this, that, and the other. But
25 the clarity where I'm going to be comfortable with what

1 our standards are with Sequatchie are going to be a
2 product of some time, and I'd say 95 -- and I think the
3 standard in the industry, I think, is something like
4 two-point-something percent error rate, you know, but
5 we will be above that.

6 MS. COBB: And that's what I was
7 expecting.

8 MR. TWITTY: Yes, ma'am. I can
9 guarantee the software we're using looks at itself
10 constantly and gives us justification for any
11 inadequacies that it's seeing. Bledsoe County will
12 have the same service because that's on the server. We
13 are massaging all their data on our server and then
14 propagating their work station with the same system
15 that we're using. And, like I said, in our experience,
16 it's one heck of a piece of software.

17 MR. LOWRY: When can you get it online
18 and then do all that as you go along? That's what the
19 majority of us did.

20 MR. TWITTY: Yes. I can have that, like
21 I said, between now and the next meeting.

22 MR. LOWRY: What about in two weeks?

23 MR. TWITTY: Well, if I get up there
24 first of the week, it's going to take me a day and a
25 half to build the network. Two weeks, I tell you, is

1 not a goal that we can achieve. Now, I can get it to
2 look like it's doing something, but I couldn't stand
3 here and tell you that it's functioning.

4 MR. LOWRY: I know it's not going to be
5 accurate, but --

6 MR. BILLINGSLY: Mr. Chairman, if I may,
7 as soon as the equipment comes in, as soon as all the
8 software and everything is there and we can turn it on,
9 we'll turn it on. I guarantee it. If we have to build
10 the database later, I understand the board wants this
11 turned on, so we will turn it on.

12 MR. BILBREY: Well, it will be turned
13 on, but a certain small percentage, whatever will be
14 accurate will be working; right? And then you'll work
15 up to your 99 percent in, I hear you say, four months?

16 MR. TWITTY: I think Rex can give
17 justification --

18 MR. HOLLAWAY: Well, it seems like I
19 hear him say within 30 days he can have the system up
20 and operational to the point where all this wireless
21 Phase II calls -- I hope I'm not putting words in your
22 mouth -- and then within 120 days you'd have the system
23 totally accurate as to that moment in time, with the
24 two percent-plus accuracy rate.

25 MR. BILBREY: That's what I heard.

1 MR. TWITTY: And adding the other
2 directors know it is a work in progress every day.

3 CHAIRMAN PORTER: It'll never end, yeah.

4 MR. TWITTY: You can find things that
5 the software spits out and says, hey, you need to look
6 at this. But that's a process you can be comfortable
7 with, being able to look you in the eye and saying,
8 hey, these people in Bledsoe County can depend on the
9 type of service that you-all have envisioned with the
10 GIS structure Phase II compliance. Right now I can
11 give you the stair-stepping that we're going to do and
12 all the side arenas that we're going to be playing
13 with, education and things of that nature, to get
14 Bledsoe up to the level of that technology.

15 But as giving you a definitive issue
16 that it's going to be functioning in two weeks, I can't
17 do that. I can give you that we're pursuing that
18 earnestly and that we're getting into a mode that we're
19 building the network, we're propagating the software,
20 we're putting data on it. You know, like I said, we've
21 only been involved in this for a few months now, and
22 we've come a long way, and all I'm asking the board to
23 do is give me that time and looking at what we've done
24 in Sequatchie as a rationale for what we're pursuing in
25 Bledsoe.

1 CHAIRMAN PORTER: How about
2 September 28? That's, basically, 30 days. Would
3 everybody be comfortable in them having that software
4 turned on and plotting Phase II calls in 30 days? Can
5 you do that?

6 MR. TWITTY: We can try. I mean, you
7 know, it's a day-to-day thing, and as you well know, in
8 911, the technology that is involved here, every day
9 when you wake up in the morning, you walk in, and it's
10 a new -- it's a whole new arena, and something has
11 failed. You got a trunk part that's out, you got this,
12 you got that.

13 We're managing two centers here, and
14 we're moving in the direction of facilitating GIS in a
15 mannerism that is next generation. We're taking that
16 step right now as a next-generation concept. We're
17 implementing in a cost effective manner a hub for GIS
18 mapping in that region. We're extending our handout to
19 other counties that are having the same problem, and
20 Bledsoe is just the first step in this process.

21 But I can't honestly give you a time
22 line to facilitate your -- and you can sit here and
23 give me --

24 CHAIRMAN PORTER: Okay.

25 MR. HOLLAWAY: Mr. Chairman, maybe I can

1 suggest that James Wood and I go up there, not
2 necessarily to check on Mike, but really to see how
3 things are going and see what kind of resources we can
4 offer to get them to that Phase II part of the thing
5 because it may be that once they get this thing
6 installed and running kind of what we're calling Phase
7 I, and you start getting into the data cleanup, or more
8 into the data cleanup, that you find some things that
9 you didn't expect to find. And we can -- since we're
10 somewhat involved in that, we can offer additional
11 resources to help you get to that final leg.

12 MR. TWITTY: I've got an analysis of
13 their data right now. There is zero compatibility
14 percentage-wise with their data against our GIS and the
15 911 database. For the GIS to work, all that has got to
16 be compatible, so we're not dealing with just putting a
17 map on. I mean, that's --

18 CHAIRMAN PORTER: A landline, all that's
19 got to work. For plotting Phase II calls, all you got
20 to do is have the center line data on the map and then
21 get a latitude and longitude for it to plot a call.

22 MR. TWITTY: For the wireless, yes.

23 CHAIRMAN PORTER: That's what I'm
24 saying, yeah.

25 MR. TWITTY: But for the predominance on

1 our staff, we've got about 50-50 wireless and landline,
2 so 50 percent of those calls coming in, you're going to
3 have a map there, but until you go to the phone company
4 and get their address instructions straightened out,
5 the ALI information that you're going to get that
6 you're supposed to propagate on the field and appoint
7 on a map is going to be worthless.

8 MS. QUESTELL: Let me just say this.
9 This is my own sentiment, and I'm just throwing this
10 out.

11 I view every map as a work in progress.
12 What I'm really looking for is just what Chairman
13 Billingsly was talking about. Hopefully, by the end of
14 September, but certainly no later than the next
15 meeting, which I am hoping will be on October 25, I
16 want to see this system up and running, and I want to
17 see -- it's not going to be perfect, I understand that.
18 I know that you're not going to have the correct
19 addressing, but I want it functional, myself. I'm not
20 really speaking for the board.

21 But I got to say this. This requirement
22 has been in place since December '05, and the last
23 districts that came online were July '06. Lauderdale
24 County came in here with Jonathon Gay in his wheelchair
25 to explain why it was that they had taken that long.

1 And y'all have known about this since December '05.

2 And it's not here.

3 And when I'm hearing -- I mean, I'm
4 going to be really proud and happy if you make that
5 September meeting and nothing, but if I don't see
6 progress by October 25, I just have to tell you, I'm
7 going to ask the board for some consequences because
8 this has just been too -- it's not fair to the other
9 districts that have bent over backwards trying to meet
10 this deadline. And I expect that I will be asking for
11 some financial consequences to y'all.

12 And I hate to do that, and I don't want
13 to do it. I want -- I mean, this is -- you know,
14 you've got till the next meeting, but if we don't have
15 major progress, I'm going to come up with something,
16 and that's -- I'm wanting to light a fire under you.

17 MR. TWITTY: Would you, for my
18 clarification, please identify what functionality you
19 want by September 30 so I can concentrate my efforts.

20 MS. QUESTELL: Just as I said. I want
21 you to have the equipment in and it to be being used.
22 I don't expect the addressing to be perfect. You know,
23 I know that's a work in progress.

24 MR. TWITTY: It will be there.

25 MS. QUESTELL: But I want that equipment

1 in --

2 MR. PETERSON: If I could interrupt,
3 that's where we could -- we could provide a Tele Atlas
4 data to meet that September 30 deadline, if that's the
5 desire of the board.

6 MR. TWITTY: We have the data to do
7 wireless. The functionality, the X-Y coordinates,
8 we've got the Bledsoe map, and it's not a problem. But
9 we've got 50 percent of the subscribers out there that
10 are a product of --

11 MS. QUESTELL: Let me say this. At this
12 point, the decision of what data you want to use, to my
13 mind, is your business. But after October 25, if it's
14 not in place, I think it becomes our business, or I'm
15 going to argue that, anyway.

16 CHAIRMAN PORTER: And, you know, with a
17 landline call, you're getting a house number and a
18 street address with that call. With a wireless call,
19 you're not getting anything. You're getting a latitude
20 and a longitude. If you can't plot it, it's --

21 MR. TWITTY: But it's easier to plot.
22 That's what I'm saying.

23 CHAIRMAN PORTER: Yeah, you can do that,
24 and I --

25 MR. TWITTY: As ESRI compliant. That

1 plot isn't nothing. Where the problem comes in is your
2 structure, physical address, and that's what I'm trying
3 to clarify. And I'm not going to have any delusional
4 issues that I'm going to project to you. I'm going to
5 come up here and tell you this is working with X-Y
6 coordinates. I can get that done in a couple weeks.
7 That's not a problem.

8 CHAIRMAN PORTER: Then let's do it.

9 MR. TWITTY: We're speaking apples and
10 oranges, apparently.

11 MS. QUESTELL: Well, I'm just wanting to
12 light a fire, and I am pleased -- please don't get me
13 wrong -- that y'all are making these decisions and
14 moving forward, and that's what I want for you. I'm
15 not trying to get -- you know, to be the big stick in
16 here, like my mom. That's not what I'm doing. I want
17 you to succeed as much or more than you guys do. But
18 it's time. It's past time. Let's do it now. That's
19 all I'm saying. Please let the next meeting be
20 something so that I can pat you on the back and shake
21 your hand and say, I'm so proud of y'all. That's what
22 I want. Okay?

23 MR. TWITTY: Not a problem. Thank you.

24 CHAIRMAN PORTER: Mr. Rich.

25 MR. RICH: Do we need any kind of a

1 motion backing what Lynn said, or do we need to go back
2 to --

3 MS. QUESTELL: I would really prefer --
4 I mean, I think these are people that are working
5 really hard to do good work here, and I really think
6 that what I'd like to do is monitor the situation and
7 have Rex and James -- hopefully, he'll be feeling
8 better -- go and visit them at least once, if not more
9 than that, and, hopefully, it's all going to be that
10 y'all are making great progress and it will be a
11 nonissue.

12 If it looks like we're getting towards
13 the next meeting and there's no progress, which I doubt
14 will happen because I know y'all are working hard for
15 it, then before that time I will notify y'all and I
16 will notify the board of my concerns, and everything
17 will be -- they'll be plenty of due process, plenty of
18 chances for people to comment and that, and I will let
19 you know if I think that it's even appropriate to bring
20 up any kind of putative thing, and I will define
21 clearly what that will be in a letter or something to
22 give us all plenty of time to work towards that. I'm
23 hoping that that will totally not be necessary. That
24 is my deepest hope.

25 So I would ask, no, that the board not

1 decide anything like that now.

2 MR. LOWRY: The chairman has said it's
3 going to happen.

4 CHAIRMAN PORTER: I see the look in his
5 eyes, and I do believe that that's going to happen.
6 I've seen that look before in my chairman's eyes.

7 MR. BILLINGSLY: A little bit on the
8 brighter side, we have done quite a bit. All the
9 equipment that was in the basement has been moved
10 upstairs now, so it's out of the moisture.

11 CHAIRMAN PORTER: Yeah. Y'all are
12 making some good accomplishments. If we can just get
13 this last piece.

14 MR. BILLINGSLY: I've got it.

15 MS. QUESTELL: Thank you so much.

16 MR. SMITH: Just so I understand about
17 the point of functionality, did I also understand what
18 Mike is saying, there's been attention to developing
19 this process so that the issue of having -- so that you
20 can minimize a year from now having to go back and
21 having many corrections to make, and we all know that
22 it's constantly a process, but I assume -- you
23 mentioned a city, the -- I imagine utilities, your
24 property assessor, all those. I'm just curious to
25 know -- it appears from your public education, Mike,

1 that there's some attention to -- evolving to a process
2 so that you minimize the amount of cleanup or
3 maintenance that got you into this situation.

4 MR. TWITTY: That's correct. And what
5 we're doing is working with the 911 board. They've
6 allocated funding for the educational process. We've
7 got brochures. We've got a PowerPoint presentation.
8 We're going around to the county managers to give
9 justification why GIS is what it is and what it's going
10 to necessitate to maintain it in the future.

11 Now, right now they contracted with us
12 to do their mapping. We've got a vehicle,
13 transponders. We're assigning addresses. We're
14 building a foundation for them that they can progress
15 from at any given time they so desire. What I hope to
16 see in the Next Generation 911 concept is a county
17 facilitating their neighbors in a GIS educated, trained
18 people with the equipment going out and mapping a
19 larger region than just their county, and 911 diverting
20 that money that they would have had to spend for a
21 vehicle, for trained GIS specialists, for all the
22 people that have to maintain that mapping process, use
23 it for something else and give a small fee for somebody
24 that's coming into their county to facilitate what's --
25 that's what I'm shooting for.

1 MR. SMITH: I just wanted to be sure I
2 understood that we were clearly addressing two issues,
3 the most urgent being functionality.

4 MR. TWITTY: Right. It's a broad
5 spectrum to make it work.

6 CHAIRMAN PORTER: Other questions?

7 Thank you, ladies and gentlemen. I
8 appreciate your coming. Bring us back a good report on
9 the 25th.

10 Next board meeting dates.

11 October 25, 9:30, and then we need to
12 reserve this room for future dates. We're already
13 looking out into January and April of next year.

14 The available dates for January are the
15 3rd, 17th, 24th, and 31st, if we look at keeping our
16 schedule on Thursdays. I kind of doubt anybody wants
17 to come down here on the 3rd, but I think Lynn would
18 like to see it towards the end of the month, maybe the
19 24th or the 31st.

20 MS. QUESTELL: Please.

21 CHAIRMAN PORTER: The 24th and 31st, is
22 either one of those a bad date for anybody?

23 (Off the record.)

24 CHAIRMAN PORTER: Is everybody in
25 agreement we go with Thursday, January 24, at 9:30? Do

1 we need to make it at 10:00?

2 (Off the record.)

3 THE COURT: October 25 at 9:30;
4 January 24, hopefully at 9:30, but depending on NENA's
5 conference; and then April 17.

6 Any other business that needs to come
7 before the ECB?

8 (No response.)

9 CHAIRMAN PORTER: Any announcements of
10 anybody? Y'all remember James Wood in your prayers.
11 He's pretty sick right now.

12 (Off the record.)

13 CHAIRMAN PORTER: Any other
14 announcements?

15 (No response.)

16 CHAIRMAN PORTER: Hearing none, I'll
17 accept a motion to adjourn.

18 MS. COBB: I so move.

19 CHAIRMAN PORTER: Motion by Ms. Cobb.

20 MS. MASON: Second.

21 CHAIRMAN PORTER: Second by Ms. Mason.

22 All in favor say "aye."

23 (Board members respond "aye.")

24 CHAIRMAN PORTER: Motion carried.

25 Thank you, ladies and gentlemen. Have a

safe trip home and a happy Labor Day.

(Meeting adjourned at

11:20 a.m.)

1 REPORTER'S CERTIFICATE

2 STATE OF TENNESSEE)

3 COUNTY OF WILLIAMSON)

4 I, Kathleen Elmore, Registered
5 Professional Reporter, with offices in Nashville,
6 Tennessee, hereby certify that I reported the foregoing
7 proceedings at the time and place set forth in the
8 caption thereof; that the proceedings were
9 stenographically reported by me; and that the foregoing
10 proceedings constitute a true and correct transcript of
11 said proceedings to the best of my ability.

12 I FURTHER CERTIFY that I am not related
13 to any of the parties named herein, nor their counsel,
14 and have no interest, financial or otherwise, in the
15 outcome or events of this action.

16 IN WITNESS WHEREOF, I have hereunto
17 affixed my official signature and seal of office on
18 September 26, 2007.

19
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22 KATHLEEN ELMORE,
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